

Accountable Communities of Health (ACH) Quarterly Activity Report

Reporting period: October 1–December 31, 2020

Report to Joint Select Committee on Health Care Oversight



Introduction

This report reflects statewide and regional Accountable Community of Health (ACH) activities from October 1 to December 31, 2020. This report shares what ACHs are doing at the community level within and across regions to improve community health in Washington State.

Through their unique role, ACHs connect the health care delivery system and local community organizations. In addition to their Medicaid Transformation Project (MTP) activities, ACHs have been coordinating and supporting COVID-19 response. Statewide activities summarized below reflect the most recent quarter: October 1 to December 31, 2020.

Statewide ACH activities

- In summer 2020, the Health Care Authority (HCA) asked ACHs to distribute personal protective equipment (PPE) from the Military Department, with a focus on vulnerable populations and organizations that are unable to obtain PPE from other sources. To date, ACHs have collectively distributed millions of pieces of PPE to hundreds of organizations, including correctional facilities, homeless organizations, small behavioral health providers, farmworker organizations, and more.
- Several ACHs have contracted with the Department of Health (DOH) to participate as regional hubs in Care Connect Washington, a program that provides needed services to individuals and families affected by a COVID-19 diagnosis. ACHs worked with local health jurisdictions (LHJs) and others to develop and launch their programs, as well as distributing food and care kits to eligible participants.
- In October 2020, ACHs and HCA delivered the [2020 Learning Symposium: “Community Health Through an Equity Lens”](#) with all sessions taking place via Zoom. Keynote speakers included John A. Powell, director, Othering & Belonging Institute at UC Berkeley, and Nichole Maher, president and chief executive officer, Group Health Foundation. There were seven break-out sessions, all led by ACH directors and including many partners working to implement health improvement projects and respond to COVID-19 across the state.

Individual ACH activities

Better Health Together (BHT)


Serving Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties

Sustainability

- [BHT adopted a sustainability framework](#) and created budget projections for 2021-2023. The framework prioritizes six focused areas, (1) equity, anti-racism, and belonging, (2) social determinants of health, (3) Tribal partnerships, (4) rural health, (5) county-based collaboratives, and (6) access to care.

COVID-19 response

- Accepted the [regional hub role](#) for the DOH Care Connect Washington program for the region. BHT staff worked during this reporting period to prepare the program to launch in January 2021.
- Awarded [24 new contracts for anti-racism and oppression](#) for a total of \$1.5 million. The COVID-19 pandemic has shed light on how communities impacted by systems of oppression are the ones who also suffer the most in times of crisis. In response, BHT issued a request for proposal (RFP) process aimed at



addressing and preventing racism. This round of funding prioritized awarding dollars to organizations led by and serving BIPOC (Black, Indigenous, and people of color) communities.

- Distributed 69,730 pieces of PPE on behalf of the State of Washington to 22 community partners during this reporting period.

Behavioral health

- Launched RFP process with a total funding pool of \$2.5 million for projects to address behavioral health access for (1) individuals involved with criminal justice, and (2) early intervention and prevention with youth. There were [8 projects selected](#) and the work will begin in early 2021.
- With guidance from providers in their behavioral health forum, BHT acted as funder and project manager to create a behavioral health capacity dashboard to help manage the expected behavioral health surge because of COVID-19. [Capacity Connect](#) went live in December 2020.

Cascade Pacific Action Alliance (CPAA)

Serving Cowlitz, Grays Harbor, Lewis, Mason, Pacific, Thurston, and Wahkiakum counties

Behavioral health

- Collaborated with University of Washington Advancing Integrated Mental Health Solutions (UW AIMS) Center to hold a webinar focused on suicide prevention in primary care.
- Facilitated a monthly integrated managed care (IMC) Provider Readiness Workgroup. This workgroup is where behavioral health agencies discuss IMC issues with managed care organizations (MCOs) and HCA. They discuss challenges, such as claims being denied, claims reconciliation taking longer than expected, reimbursements being delayed, billing code modifier confusion, availability of interpreter services, prior authorization confusion, and data sharing.
- Hosted three Question, Persuade, Refer (QPR) suicide prevention trainings for community members.

MTP project implementation

- CPAA's Project 2B: Community CarePort earned national accreditation and is now the largest certified Pathways Community HUB in Washington State.

COVID-19 response

- Continued offering a new service within the Community CarePort Project, the CarePort COVID-19 Community Support and Monitoring Program. This program addresses the emergent needs of people who have barriers to following quarantine or self-isolation advice from local incident response management systems. Services have evolved into a partnership with DOH to implement Care Connect for the CPAA region.
- Distributed over 210,000 masks to community partners on behalf of Washington State.
- Facilitated monthly calls with pediatric providers to address well-child visits, immunization rates, and behavioral health integration concerns during COVID-19.

Elevate Health

Serving Pierce County

Behavioral health

- The IMC Learning Network held monthly meetings to assist with information sharing and targeted conversations with payers and providers by having them join separate halves of the meeting. In December, House Bill 2642 pertaining to substance use disorder (SUD) authorization was a focus of collaboration for this group.
- Developed a Trueblood settlement deliverables timeline and engaged settlement committees and HCA on opportunities to streamline the settlement work. At the end of the quarter, Elevate Health hosted several meetings to provide education on the Trueblood work and provide linkages for forensic teams to use current community resources.
- Tacoma Pierce County Health Department (TPCHD) Opioid Task Force Coordinator left his position in November, which impacted workflow during the quarter. Also, in November, Elevate Health approved funding for an anti-stigma campaign. In December, planning took place for the 2021 Opioid Summit on March 3.

COVID-19 response

- OnePierce, the Elevate Health Community Resiliency Fund, distributed a total of \$1.5m, the full contract amount, for all six months of the behavioral health CARES Act contracts. Bridge loans were dispersed, with a focus to support borrowers to invoice the county for loan repayment by January 31, 2021.
- Hosted one-on-one meetings with each emergency medical services (EMS) district to review the past year, how the pandemic impacted their goals, and what the 2021 scope of work will encompass.

Care coordination

- The new Health Homes build within the Innovaccer system is live and demos have taken place. Training videos were posted, and a reference guide was written and circulated. Elevate Health completed data ingestion of 834 Health Homes rosters from HCA, thus streamlining patient assignment from hours to minutes for the program manager. Rate of successful engagement within 90 days is 33.9 percent.
- Quilted Health and Castele, Williams and Associates agreed to embed care coordinators with funding from Elevate Health. County Potentially Preventable Hospitalizations pilot project is in development with the Tacoma Pierce County Health Department, meeting weekly with the project manager since September.

Greater Columbia ACH (GCACH)

Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, and Yakima counties

Practice transformation

- Efforts continued with 83 provider sites following the Greater Columbia Cares Model. Chaplaincy Health Care (hospice and palliative care) received technical assistance in implementing an electronic health records system, implementing detailed policies and procedures for empanelment and risk stratification, and implementing the Collective Medical platform for following up on patients being discharged from the emergency department (ED) and hospital.
- Tri-State Memorial Hospital has made progress with practice transformation in their three practice sites. In the hospital setting, they have identified high utilizers of the ED, provide patient education on proper use of the ED, and connect patients to primary care providers where needed.

- Work continued through a grant partnership with the Washington Rural Health Collaborative and their six practice transformation sites across Washington. Diabetes, hypertension, and depression are the focus areas of work, with the sites having the option of focusing on one, two, or all three of these chronic care conditions.

COVID-19 response

- The Pasco COVID-19 community test site saw its largest daily through-put of people seeking COVID-19 testing in December, with an average count of 700 per day. GCACH's marketing campaign helped drive people to the site, which has fast and friendly technicians and offers quick results (turnaround time of 24-72 hours). GCACH was one of the founding partners for the test site, in partnership with Benton Franklin Health District, City of Pasco Fire Department, Columbia Safety, DOH, the Health Commons Project, and University of Washington Medicine Laboratory Medicine and Pathology.
- The Yakima County Spanish Masking Communications Campaign launched in mid-September and continued through mid-October. Eleven individuals from various community sectors testified as to why they wore masks and the importance of wearing protective facial coverings. These videos were distributed broadly across Yakima County via Spanish television and radio stations.
- On December 9, 2020, GCACH received 22 pallets of PPE to distribute throughout its region. GCACH utilized its seven Local Health Improvement Networks (LHINs) to gather PPE requests and distribute needed supplies to over 30 organizations.
- With the growing need for behavioral health services and social support due to the COVID-19 pandemic, GCACH moved forward in their development of a region-wide resilience campaign. The campaign was based on work developed by Dr. Kira Mauseth, a clinical psychologist. Dr. Mauseth presented her model, (Cope, Calm, and Care) at the September GCACH Leadership Council meeting.

HealthierHere

Serving King County

Behavioral health

- One of the seven WPIC (Whole Person Integrated Care) Innovations funded by HealthierHere is a partnership between Health Point, a federally qualified health center (FQHC) and Valley Cities, a behavioral health agency. Midway through the first year, the partners have built a shared registry with meaningful data accessible to both partners and auto-populates from their respective electronic health records (EHRs). Care coordinators have been hired and are actively reaching out to patients and showing their value to primary care providers (PCPs) already. They are on track to enroll 50 patients in the program by the end of March 2021.

Community information exchange (CIE)

- HealthierHere has a long-term vision of an integrated platform that allows participating organizations to access a single longitudinal client record, share information, and make bidirectional, closed-loop referrals through a regional CIE. CIE accomplishment during this quarter include:
 - Officially naming the regional CIE the Connect2 Community (C2C) Network and developing a business plan that includes the vision, governance and administration approach, operating principles, functional/technical components, financial sustainability plan, and roadmap for the future.

- Launching the C2C Network Catalyst Fund to financially support clinical, behavioral health and Tribal health providers as well as community-based organizations and social service agencies in King County interested in joining and using the Unite Us¹ platform.
- Selecting a multi-sector advisory group, with 24 founding members, to begin meeting in January 2021.
- Continuing to work with Kaiser Permanente and Unite Us and beginning to work with Community Health Plan of Washington, in support of network development.
- Continuing to convene the Network Partner Workgroup and the Legal, Data, and Technology Workgroup, and supporting the launch of a Unite Washington Workgroup.

COVID-19 response

- Worked in partnership with Public Health – Seattle and King County on a Community Testing and Safe Isolation & Quarantine campaign in King County. Funded by Gates Ventures, HealthierHere is supporting and resourcing 32 community-based organizations and community partners to rapidly disseminate culturally appropriate information about the importance and need to continue with COVID-19 testing, as well as how to safely isolate and quarantine at home.

North Central ACH

Serving Chelan, Douglas, Grant, and Okanogan counties

Care coordination

- In early 2020, NCACH determined the Pathways Community HUB model was no longer a sustainable option for the region. NCACH gathered stakeholder input and developed a plan to better meet the region's care coordination needs. Some recent activities included hosting a "Health Home Demystified" event in September 2020 to deepen the understanding of the Health Home program and connecting with regional partners to better assess opportunities for program development and expansion with resources like WA-211.

Behavioral health

- In fall 2020, NCACH hired a recovery coach network coordinator. As NCACH has started to build out the Recovery Coach Network, they brought numerous community stakeholders to the table and engaged them with the goals of the Recovery Coach Network through recovery coach trainings, outreach to community-based organizations, and opioid workgroup meetings. During this quarter, 17 new recovery coaches have been trained and are now able to provide peer services to those in need.

COVID-19 response

- Partnered with regional LHJs to support community mitigation response needs. This included funding direct response, distributing PPE, and supporting regional Spanish-language messaging to promote COVID-19 safe communities. A total of \$16,058 was distributed in funding to the LHJs over the reporting period.
- Developed and released an RFP for a vendor to produce a practical and achievable plan for a community-based solution to enhance telehealth capacity for the North Central Washington region. Proposals are due back to NCACH in February 2021.

¹ Unite Us is a technology company that builds coordinated care networks of health and social service providers. The Unite Us platform supports referral information and tracking, care coordination, and secure, bidirectional data sharing.



Tribal partnership

- Delivered 3,000 cloth and 3,000 KN-95 masks to the Colville Confederated Tribes Reservation. Outside of COVID-19 response activities, NCACH also focused on maintaining the partnership with Colville Confederated Tribes Health and Human Services, including the new Health and Human Service Director Dr. Daniel Barbara.

North Sound ACH

Serving Island, San Juan, Skagit, Snohomish, and Whatcom counties

COVID-19 response

- In the fourth quarter of 2020, North Sound ACH continued to work with local and regional organizations on a COVID-19 response. The early part of the quarter focused on expanding access to testing sites and shifted to vaccine communications as the year ended.
- Continued to convene the long-term care COVID-19 response calls with LHJs, counties, DOH, Department of Social and Health Services, and Northwest Healthcare Response Network.
- Several partner organizations have turned to North Sound ACH to work through several issues. These include access to testing sites for field and farmworkers, access to testing sites and payment information for facility staff, access to PPE for facility staff and residents, and consistent communications about tiers, phases, and other guidance from counties and state agencies.
- Applied to DOH to act as the region's COVID-19 Care Connect Hub. This allows the ACH to continue partnerships with public health as the COVID-19 pandemic continues. This also supports care coordination activities beyond the isolation and quarantine period by connecting community members to the region's Care Coordination HUB that was created through MTP.

Olympic Community of Health

Serving Clallam, Jefferson, and Kitsap counties

Learnings & convenings

- Hosted collaboration calls by sector including a call for [community-based partners](#), [primary care partners](#), hospital partners, and [behavioral health partners](#) to provide opportunities for shared learning and collaboration.
- Created an equity presentation that was shared with the OCH Board of Directors and interested partners. The presentation was created to align with the local context of the Olympic region and to support greater attention to equity among partners.
- Hosted a region-wide [COVID-19 vaccination](#) planning and coordination call. OCH has also been spotlighting various partner efforts that highlight [innovative](#) and [creative](#) solutions to vaccinate community members.

COVID-19 response

- Continued to distribute PPE throughout the region based on requests and local needs.
- Launched a community resiliency campaign called "[Plant Hope, Grow Resilience](#)." The campaign includes a variety of tools, resources, and posts to support and encourage resilience during COVID-19. A [student poster contest](#) concluded in December and prizes were awarded for that contest in early January.



Community engagement & outreach

- Connected with a variety of elected officials to educate about the work of OCH, successes so far, and priorities for 2021 and beyond. A follow-up mailer was also sent to all local, state, and federal decision makers.
- Staff met individually with each [OCH implementation partner](#) in November to discuss progress, challenges, and upcoming priorities for the organizations and Tribes in the region participating in MTP. Partners shared their needs and interests for learnings and convenings for 2021 and resources they need to ensure success.
- The Clallam Care Connection (3C) project was launched in Port Angeles. 3C is a multi-disciplinary care management group that coordinates care and continuity for high ED utilizers and complex patients in the Port Angeles area.
- Participated in a new group led by the Salish Behavioral Health Administrative Services Organization to review and solve regional problems triggered by IMC.

SWACH

Serving Clark, Klickitat, and Skamania counties

Care coordination

- In partnership with Clark County Public Health, Klickitat County Public Health, and Skamania County Community Health, SWACH received DOH approval to implement a COVID-19 response program called Care Connect Washington. The program offers support to those experiencing COVID-19 and those individuals needing to isolate and quarantine in the home. Care Connect Washington integrates the existing ACH HealthConnect Hub infrastructure and community care coordination partners.

Sustainability


- Eighteen clinical contracts ended on December 31, 2020. In their final report, partners were asked to provide narrative around their sustainability plans for each project area. SWACH will use this information to assess how to best support these partners moving forward.
- The annual Board of Trustees Retreat focused on endorsing the SWACH Strategic Framework and recommending potential future strategies for SWACH. Planning for the future of SWACH continued under the direction of the Strategic Leadership Group, which is composed of SWACH board members and community leaders.

Behavioral health

- The Clark County Opioid Taskforce set its 2021 agenda. It is titled, “No Wrong Door” and focuses on access to care services for those who face opioid crisis-related challenges.
- The Clark County Opioid Treatment Network (CCOTN) made many strides to integrate opioid and SUD interventions across the hospital and community. CCOTN has amplified peer support for those struggling with opioid-related challenges as well as starting a new ED peer support program with recovery coaches.
- The Trueblood Collaboration Taskforce convened a cross-sector group focused to address gaps in the forensic mental health systems.

Health equity

- Facilitated and participated in the Equity Collaborative monthly meetings with 13 partners.

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- Completed an internal equity assessment, which has been shared with staff and the Board of Trustees.